POSITION DESCRIPTION

OSER-DMRS-10 (Rev. 08-2013) State of Wisconsin Office of State Employment Relations	1. Position No. 313325	2. Cert / Reclass Request No. 16-0044	3. Agency No.

4. NAME OF EMPLOYEE	4. DEPARTMENT, UNIT, WORK ADDRESS: **Department of Children and Families** **Bureau of Child Support/System Support and Development**
6. CLASSIFICATION TITLE OF POSITION **Human Services Supervisor**	212 E. Washington Ave. Madison WI 53703
7. CLASS TITLE OPTION (to *be filled out by Human Resources Office*) ***Systems Support and Development Section Chief***	8. NAME AND CLASS OF FORMER INCUMBENT Patti Reuter, Human Services Supervisor
9. AGENCY WORKING TITLE OF POSITION	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Heidi Schaible, Human Services Supervisor
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR André Small, DCF Manager	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? X Yes ☐ No IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).

14. POSITION SUMMARY _ PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on Page 3.)*

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %   GOALS AND WORKER ACTIVITIES   (Continue on attached sheets)

See Attached

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Page 2)*

a. The supervision, direction, and review given to the work of this position is ☐close ☐ limited ☒general.

b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. *(Please initial and date attachments.)*

Signature of first-line supervisor_____Date_____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION
I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.   *(Please initial and date attachments.)*

Signature of Employee _____Date_____

18. Signature of Human Resources Manager_____Date_____

DISTRIBUTE COPIES OF SIGNED FORM TO:
☐ P-FILE   ☐SUPERVISOR   ☐EMPLOYEE   ☐CERT REQUEST COPY

POSITION SUMMARY: Under the general direction of the Bureau Director, this position oversees the work of the Bureau's Systems Support and Development Section. The incumbent works with Bureau staff and local agency workers to determine business requirements for the development of new applications and the enhancement of current systems, including the program's data warehouse and predictive analytics systems. This incumbent will work with the Bureau Director in the development and monitoring of the annual Service Level Agreement (SLA). The incumbent works with the Bureau of Information Technology Services and contractors to design, develop, test, and implement systems used in the administration and operation of the Wisconsin Child Support program. The incumbent is responsible for development and production of management reports for the programs administered by the Bureau of Child Support.

This position is also responsible for management oversight of all child support related system development projects in the Wisconsin child support program. This position ensures that standardized project management techniques are used in all new system work efforts. This position supervises the staff that is responsible for system development project management. It also oversees the development of a web-based replacement to the KIDS system and its subsystems as well as the Child Support data warehouse and the program's predictive analytics capabilities. It also manages the development and maintenance of the Child Support Online Services (CSOS) site, a secure website for child support case participants.

TIME %   GOALS AND WORKER ACTIVITIES

   40%   A.   Overall responsibility for management of the activities of the System Support and Development Section.

             A1.   Plan work of the section for carrying our information systems related work. Plan, prioritize and schedule work in the Child Support Business Area (CSBA).

             A2.   Manage CSBA work. This involves developing and managing the annual Service Level Agreement and all associated work between BWF and BITS.

             A3.   Provide management oversight and direction for projects related to the development and enhancement of the Child Support program's automated systems, subsystems and the Child Support warehouse.

             A4.   Delegate to subordinate employees the work of the section, and make assignments and establish deadlines for individuals and workgroups as needed to successfully accomplish section tasks.

             A5.   Manage all programmatic aspects of the system development life cycle for all CSBA projects. Develop instructions related to the system development life cycle and staff responsibilities at each stage.

             A6.   Ensure standardized project management techniques and tools are used for all section work efforts.

             A7.   Design and manage the work activities required for completing data and report requests, e.g., data request procedures, system to record and track requests, report testing procedures.

             A8.   Design and develop new reports needed for administration, continuous improvement and performance management of child support programs.

A9.   Ensure staff works with training staff to develop and update training on systems changes so that end users are properly trained.

A10.   Consult with federal offices such as the Office for Child Support Enforcement and the Internal Revenue Service to ensure compliance with federal system regulations and policies.

A11.   Oversee KIDS based production work performed by section staff.

A12.   Oversee all aspects of data and system security for the Child Support program and its systems including oversight of the internal confidentiality procedures.

A13.   Oversee responses to KIDPOL questions to identify the need for clarifications, training, new instructions and other strategic changes to the services provided by the section.

A14.   Develop and implement processes for training section staff, monitoring staff work products, and evaluating staff performance to assure information provided to agencies is accurate, timely, complete, and accessible for use by other BCS and agency staff.

A15.   Serve as liaison with department security officers regarding confidentiality procedures for users of information products. Maintain internal confidentiality procedures. Create data sharing agreements as necessary.

30%   B.   Supervise and develop staff in the Systems Support and Development Section.

B1.   Recruit and recommend selection of new employees in the section, including reassigning higher level duties of the former incumbent to other staff, developing a Position Description (PD) at the appropriate level, assisting the staffing specialist in the Bureau of Human Resources to identify high importance job content in the PD, develop an exam and benchmarks, and develop questions and benchmarks for candidate interviews.

B2.   Following interviews check references and prepare a hiring and pay recommendation for the Bureau Director and Division Administrator.

B3.   Develop plans for training, developmental work assignments, mentoring, coaching, and similar activities to bring new employees to full performance level and to enhance the skills of existing employees to enhance the effectiveness of the section's employees.

B4.   Monitor employees' work to assure progress is made and deadlines are met through daily touch base conversations, weekly or bi-weekly one-on-one and regular section meetings, and keep workloads balanced so that all employees have an equitable share of the section's work.

B5.   Review employees' work product to assure it is timely, complete, accurate,

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consistent with required formats, and well-written; assign and review corrections; and provide training and feedback to improve the quality of future work products.

B6. Establish timeliness, quantity, quality, and interpersonal performance standards using the department's evaluation tool, and periodically provide employees with feedback through informal and formal evaluations documented in writing.

B7. Maintain discipline in the workplace to assure a productive working environment, and enforce department work rules in a uniform manner with other managers in the division.

B8. Promote DCF and Division affirmative action and civil rights compliance goals and objectives.

20%   C.   Participate fully in the Bureau of Child Support management team.

C1. Identify workgroups that are necessary to complete projects and make workgroup assignments to section staff for projects led by other sections, ensure project management principles are followed; serve in both the sponsor role and section chief role as appropriate.

C2. Participate in bureau and section strategic planning.

C3. Cooperatively develop and adhere to uniform approaches to discipline, classification, and performance evaluation across the bureau.

C4. Provide coverage and support for other section chiefs and the Bureau Director.

C5. Keep other managers, including the Bureau Director, Deputy Division Administrator and Division Administrator, informed of problems, issues, and developments that affect their functions and activities.

10%   D.   Develop and maintain a cooperative working relationship with child support program stakeholders, including Child Support Agencies and court officials, tribal agencies, the Wisconsin Child Support Enforcement Association, the Legislature, other state agencies, federal partners and other private and public groups.

D1. Establish a communication mechanism with local agencies for obtaining input on system needs and changes and assistance with certain aspects of the business aspects of the system life cycle.

D2. Work closely with the OCSE to ensure compliance with the requirement for Advanced Planning Document Updates and any As Needed updates.

D3. Coordinate closely with departments using the CARES system to ensure programmatic changes affecting the IV-A/IV-D interface are implemented without adversely affecting participants or the systems.

D4.	Coordinate closely with other departments with system interfaces with KIDS, e.g., DNR, to ensure the requirements of the interface are met.

KNOWLEDGE, ABILITIES & SKILLS

1. Extensive knowledge of state and federal policy and procedures governing the child support program and programs that refer participants for child support services.

2. Extensive knowledge of automated systems development processes for a large, complex transactional database used in a statewide program.

3. Extensive knowledge of principles of project management and demonstrated ability to oversee workgroups and project teams.

4. Extensive knowledge of the systems development lifecycle.

5. Extensive knowledge of the KIDS system, CSOS, CARES, the Federal State Services Portal and Business Objects.

6. Extensive knowledge of document generation, data matching, workflow, and similar functions carried out through a large, complex, centralized, automated transactional database system.

7. Extensive knowledge of technology including current and legacy programming languages, mainframe and server platforms and current tools and methodologies for system enhancement and development.

8. Knowledge of the principles of research design, statistical research methods and data collection.

9. Knowledge of general functions of Department of Children and Families units and other state agencies involved in the implementation of the child support program and demonstrated ability to work across organizational lines to administer a program.

10. Knowledge of effective verbal and written communication techniques and demonstrated ability to communicate clearly verbally and in writing.

11. Knowledge of supervisory techniques, processes, and procedures and skill in using that knowledge to direct the work of others.